

Please type a plus sign (+) inside this box →

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,772	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit		
		Examiner Name		
Sheet	of	2	Attorney Docket Number	01706/LH

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

FOREIGN PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
JZ	✓	JP	2000-115393 *English language Abstract Only	A	CANON INC.	04-21-2000		*

Examiner
Signature

James Zante

Date
Considered

8/10/04

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: March 6, 2002

Please type a plus sign (+) inside this box →

PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	10-002,772
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	1	Attorney Docket Number	01706/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	
JL	/	U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature	<i>Jane Furt</i>	Date Considered	8/10/01

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² Place a check here if English translation is attached.

DATE MAILED: March 6, 2002



Please type a (plus sign) inside this box → +

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	10/002,772
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	1	of	2
		Attorney Docket Number	01706/LH

RECEIVED
MAY 16 2002
Technology Center 210

U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Exam. Initis. J2	Cite No. ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevan t Portion	Te
		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
		JP	2001-160103	A	KONICA CORP.	06-12-2001		*

*English
language
Abstract only

Examiner Signature	Jane Dink	Date Considered	8/10/04
-----------------------	-----------	--------------------	---------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 604. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: March 20, 2002



Please type a plus sign (+) inside this box →

PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	10/002,772		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Filing Date	November 2, 2001		
		First Named Inventor	Toshio UENO		
		Group Art Unit			
		Examiner Name			
Sheet	2	of	2	Attorney Docket Number	01706/LH

OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS				
Examiner Initials ¹	Cite No. ²	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published		
Jt		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO		
Signature		<u>Jamy Fante</u>		Date Considered
				8/10/07

¹ EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

² Unique citation designation number. ³ Place a check here if English translation is attached.

DATE MAILED: March 20, 2002

Please type a plus sign (+) inside this box →

+

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p style="text-align: center;">INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p style="text-align: right;">OCT 15 2003</p> <p style="text-align: right;">USPTO - TRADEMARK OFFICE</p>		Application Number	10/002,772
		Filing Date	November 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2152
		Examiner Name	Not Yet Assigned
Attorney Docket Number	01706/LH		
1	of	1	

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
✓ B	A	5,459,552	A	OHIRA	10-17-1995	<p style="text-align: right;">RECEIVED OCT 22 2003 Technology Center 2100</p>

FOREIGN PATENT DOCUMENTS

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: October 15, 2003

Please type a plus sign (+) inside this box → +

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT FEB 19 2004		Application Number		10/002,772			
		Filing Date		Nov. 2, 2001			
		First Named Inventor		T. UENO			
		Group Art Unit		2152			
		Examiner Name					
Sheet	1	of	1	Attorney Docket Number		01706/LH	
U.S. PATENT DOCUMENTS							
Exam. Inits ¹	Cite No ¹	Document Number		Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

RECEIVED

FEB 25 2004

Technology Center 2100

FOREIGN PATENT DOCUMENTS

Exam. Inits ¹	Cite No ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Jt		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

Examiner Signature

Jany Tunits

Date Considered

8/10/07

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: February 19, 2004

Please type a plus sign (+) inside this box → +

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p style="text-align: center;">INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p style="text-align: center;">JUL 13 2004</p> <p style="text-align: center;">SEARCHED _____ SERIALIZED _____ INDEXED _____ FILED _____</p>		Application Number	10/002,772
		Filing Date	November 2, 2001
		First Named Inventor	Toshio Ueno
		Group Art Unit	3625
		Examiner Name	ZURITA, JAMES H.
of 1	Attorney Docket Number	01706/LH	

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
J7 ↓	A	5,365,310	A	JENKINS et al.	11-15-1994	
	B	5,819,110	A	MOTOYAMA	10-06-1998	

FOREIGN PATENT DOCUMENTS

Exam Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

*English Language
Abstract only

Examiner Signature	<i>James Bruster</i>	Date Considered	8/10/04
-----------------------	----------------------	--------------------	---------

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication _____ of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: July 13, 2004